

# Eliminating paper, increasing mobility

## wellbody at Blue Valley Pediatrics

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**Dr. Randy Goldstein**  
wellbody at Blue  
Valley Pediatrics

When Dr. Randy Goldstein started his solo pediatric and sports medicine practice, wellbody at Blue Valley Pediatrics, he faced a difficult business decision.

Goldstein saw the market moving toward electronic medical records (EMR), but he didn't have extensive computer knowledge or the financial resources to make a large up-front investment.

After evaluating several different software systems, Goldstein realized many programs held vast amounts of information but required him to do all the work. Others were too expensive.

Only *PowerWorks™*, Cerner's easy-to-use EMR and practice management system for physician practices, offered an affordable solution.

### Access to charts anywhere

As the sports medicine physician for several premier sports clubs as well as elite-level athletes, Goldstein often travels with his patients. As such, he needs an EMR that provides him with access to his patient records from anywhere at any time.

"Mobility is essential for me," he notes. "When I'm on the road, I can get into my patient charts because I have my laptop with me."

### I'd rather watch kids

Goldstein's practice (based in Overland Park, Kan.) eliminated the need to pay someone to file and store charts to be compliant with patient privacy laws. By allowing Cerner's state-of-the-art data center to host his records, Goldstein gained the options he needed while minimizing his staff and overhead costs.

Goldstein says he likes not having to worry about his system. Through remote hosting, the practice's data is safe even in the case of a fire or natural disaster. "I am not very technical and I don't want to be", he admits. "I'd rather watch kids playing sports."



Dr. Randy Goldstein

### Faster documentation

In a previous practice, Goldstein brought charts home at night or faced a stack of charts each morning from the prior day.

Using templates and pre-completed notes in his EMR, Goldstein has sped up his documentation process. The vast majority of his office visits for common illnesses, such as strep throat, now take about 30 seconds to document.

"That's a lot faster than when I'm doing it on paper," he says.

Goldstein's nurse was sold on the system because she could add patient vitals directly into his note. And Goldstein himself likes being able to add multiple problems to a single note, an important feature for patients who often come in with more than one complaint.

Goldstein says he doesn't worry about whether his growth charts are correct because the computer plots them out for him, eliminating the possibility of human error. His clientele love these and other features of the EMR. Word has circulated in the tight-knit athletic community that Dr. Goldstein has a "cool" program.

"Parents talk about it," he says.

## Client at a Glance

### Location:

Overland Park, Kan.

### Cerner solutions:

*PowerWorks EMR*

*PowerWorks Specialty*

*Practice Management*

*Electronic Claims*

*Electronic Remittances*

*Revenue Manager*

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**Leeann Hearl**  
Office Manager  
wellbody at Blue  
Valley Pediatrics

### Easier billing

Prior to using Cerner *Powerworks Specialty PM*, Goldstein and his staff had an outside firm handle its billing. Office Manager Leeann Hearl says during cold and flu season, this billing firm missed charges on flu and strep tests, forcing her to recheck their work.

“We’re a small practice so every dollar counts,” she explains.

Transitioning the billing system was relatively seamless. Hearl sent out bills the day after the system was installed. Now, she typically bills every day rather than waiting until the end of the week. The practice files 90 percent of its bills electronically. Since doing its own billing, wellbody has cut its days in accounts receivable from 30 to 15.

Remits also have sped up considerably. Claims from BlueCross and BlueShield, for example, sometimes come back in as few as seven days, Hearl says.

Hearl came to the practice after working in a psychologist’s office in which she did not do any billing. It only took her a couple of weeks to feel comfortable with the system. “For someone who is brand new, literally, to a doctor’s office, it’s been a very easy adjustment,” she explains.

Overall, Hearl says she especially likes accessing individual patient accounts from many different “directions,” a flexible structure that makes the system easy to use. *Specialty PM* gives Hearl a lot of patient information all in one screen. When patients are checking in, the system allows her to see past balances as well as co-pays, a function that makes it easier for her to collect outstanding balances.

“You don’t want to spend a ton of money to send out a statement for less than a \$5 balance,” she says. “Why not just wait to collect it the next time they come in.”

### Partnership

Using Cerner’s rapid implementation methodology, Cerner consultants partnered with Goldstein and his staff to ensure they received the necessary training. Whenever the practice adds a new solution, Cerner provides a trainer who is available over the Internet, by phone or in person.

“Every time I have a question,” Hearl says, “they are very responsive.”

### Innovation and leadership

Cerner, the nation’s leading supplier of HIT solutions, is the power behind *PowerWorks*. Through the consistent leadership of our three founders, Cerner has focused exclusively on healthcare for more than a quarter century. We meet today’s healthcare complexity and challenges through innovation and leadership for more than 3,300 clients and 30,000 physicians in private practice every day.

Call us today for a personal consultation at 800.927.1024, or visit us at [www.cerner.com/powerworks](http://www.cerner.com/powerworks).